

Ministry of Health  
Ministry of Long-Term Care  
Associate Deputy Minister  
Health Services

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July 18, 2019

Janice Kaffer  
President & Chief Executive Officer  
Hôtel-Dieu Grace Healthcare  
janice.kaffer@hdgh.org

Dear Ms. Kaffer:

**Re: Ontario Health Teams - Self-Assessment - Evaluation**

Thank you to you and your partners for submitting an Ontario Health Team (OHT) Self-Assessment, and for the team's collective commitment to delivering patient-centred, collaborative care. By relentlessly focusing on patient experience, and on better coordinated care, together we can build a connected and sustainable public health care system, organized around people's needs and outcomes.

The Ministry of Health (ministry) has conducted an extensive review of Self-Assessment submissions to determine the readiness of prospective teams to implement the OHT model. Based on this review, I am pleased to advise you that the ministry has assessed your team as being **In Development** (see appendix for definition of readiness categories). The Self-Assessment submission demonstrated a commitment to the OHT model and showed a degree of readiness to implement.

Our review of your submission identified the following strengths:

- Committing to partnering with a wide range of organizations, including establishing new partnerships to ensure target population is well supported at maturity.

Moving forward, we encourage you to build on the following areas of improvement:

- Planning for physician and clinical engagement and inclusion in leadership and/or governance structure(s).
- Exploring the existing digital health landscape or a committing to enhance digital health, which will be required to meet year 1 expectations.

Ms. Janice Kaffer

- Working to more clearly identify your immediate implementation priorities, objectives and/or plans for Year 1 priorities.

With a focus on these elements, your team can improve readiness to implement the OHT model and better prepare to complete a full application in the future. More details about timelines and process for preparing for a future assessment will be shared shortly.

We encourage you to continue working together as a team to build your readiness in alignment with the criteria outlined in the *Ontario Health Teams: Guidance for Health Care Providers and Organizations* document.

As the team continues to strengthen areas of alignment with the model and readiness for implementation, we are pleased to provide you with access to an online community of peers and the opportunity to engage with experts in Ontario on specific areas of the OHT model. These supports will be available for teams at each stage and level of OHT readiness and will help teams acquire knowledge and build the competencies needed to become a mature OHT.

Based on the ministry's review of your submission and the areas for improvement noted, tailored supports will be available to enhance your readiness for future implementation. Information about the availability of these supports will be provided to you shortly including upcoming sessions focused on key OHT components.

To get started, please visit <http://health.gov.on.ca/en/pro/programs/connectedcare/oht/> to access resources you can use in your planning.

In addition to this information, your team has a single point of contact within the ministry to proactively link you with tailored supports. Your point of contact is Dhvani Katakia (Dhvani.Katakia2@ontario.ca). This individual will also be able to coordinate responses to any requests from your team.

The ministry is interested in sharing contact information for teams that are In Development and those completing a full application, to support continued local engagement and advance the OHT model. Please confirm the contact information for your team before July 26, 2019. The ministry also intends to share publicly the list of partner organizations in your team who the Self-Assessment.

Strengthening the health care system through a transformational initiative of this size will take time. The ministry is committed to supporting all health care providers and organizations in achieving the successful implementation of the OHT model. Thank you for your dedication to improving the health system for the people Ontario. Please share this news with your OHT partners. We look forward to building an integrated public health care system centred around patients with you.

Ms. Janice Kaffer

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Fraser', with a large, stylized loop at the end.

Melanie Fraser  
Associate Deputy Minister Health Services

Attachment

c: Ms. Alison Blair, Assistant Deputy Minister (Interim), Hospitals and Emergency Services  
Division, Ministry of Health

## **Appendix: OHT Self-Assessment Submission Categories**

Over 150 Self-Assessment Submissions were reviewed by the ministry and were grouped into three categories:

- **In Discovery:** These are health care providers who have demonstrated support for the model and willingness to participate in the transformation. These providers are encouraged to expand their partnerships and work with other local providers in alignment with the criteria outlined in the Guidance Document. In some cases, these submissions will be encouraged to partner with OHT In Development and full application groups who have formed in their region.
- **In Development:** These are teams with participants who represent a continuum of care, and who have demonstrated a commitment to the OHT model and a strong degree of readiness to implement. Though they are not yet ready to complete a full application, they will prepare for a future full application submission. The ministry will provide targeted support to enable their development.
- **Full Application:** These are teams that have participants across a continuum of care. They are highly aligned with the OHT model, have very strong level of readiness, and are ready to complete the full application. Teams that submit strong applications may be asked to participate in a community visit and may be chosen to become OHT Candidates. OHT Candidates will set the path for future OHT implementation.

Additionally, there were a small number of Self-Assessment submissions that outlined innovative approaches to support OHTs regionally and provincially. The ministry has categorized these groups as **Innovative Models** and will work with them in a targeted way to explore their potential role in an OHT health system.